ContinuingEducation
GPRC

CONTINUING EDUCATION

COURSE OUTLINE – Developing & Managing Highly Effective Teams

INSTRUCTOR:	Varies	**PHONE:**	780-539-2975
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PREREQUISITE(S): None

REQUIRED TEXT/RESOURCE MATERIALS: Course materials are supplied.

CALENDAR DESCRIPTION:
Managing effective teams is based upon a framework of teamwork, communication, shared leadership, and working collaboratively towards a common goal or purpose.

An elective course in the Management Essentials Certificate Program, this course introduces students to the characteristics, development and management of highly effective teams, in a culture that recognizes open communication, shared leadership, the characteristics of a team and the role individuals play within successful teams.

CONTACT HOURS: 12 hours

DELIVERY MODE(S): Face to Face, Video Conference

TRANSFERABILITY: N/A

GRADING CRITERIA:

Upon completion of the course, you will receive an Acknowledgement of Course Completion certificate. Upon completion of six elective courses, you will receive the Management Essentials Certificate for the program.

EVALUATIONS: Successful completion of a written Evaluation of Learning.

STUDENT RESPONSIBILITIES: Attendance and classroom participation.

STATEMENT ON PLAGIARISM AND CHEATING:

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at
https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf

**Note: all Academic and Administrative policies are available at
https://www.gprc.ab.ca/about/administration/policies/

COURSE SCHEDULE/TENTATIVE TIMELINE:

Dates vary (refer to website for current availability).

COURSE CONTENT

Module 1: Getting Started
- What is a Team?
- Defining a Team
- Workshop Objectives

Module 2: Types of Teams

Module 3: Team Norms
- Ground Rules
- Team Contracts

Module 4: Team Development
- The Five Stages of Team Development
- Forming an Effective Team
- Important Factors in Team Development
- The TORI Model
- Team Building Activities

Module 5: Characteristics of Great Teams
- A Shared Goal

- Demanding Work Tasks
- Respecting the Contributions of Each Team Member
- Techniques for Recognizing Success
- Team Spirit
- Ability to Resolve Conflicts Constructively
- Informality and Participation
- Listening Skills
- Civilized Disagreements and Consensus
- Open Communication
- Clear Roles and Work Assignments
- Shared Leadership

Module 6: Setting Team Goals
- Set Goals as a Team
- Be Specific When Identifying Goals
- Promote Group Input When Deciding How to Achieve the Goal

Module 7: Establishing Demanding Work Tasks
- Recognize the Benefit of Establishing Demanding Group Tasks
- Identify the Resources Necessary to Achieving the Goal
- Create a Sense of Urgency by Establishing Deadlines
- Promote Performance That Goes Beyond Expectations
- Provide Opportunities for Team Members to Perform Well

Module 8: Valuing and Respecting Each Team Member
- Recognize the Value of Diversity
- Encourage Each Team Member to Contribute
- Promote Teamwork by Assigning Roles and Tasks

Module 9: Recognizing Success
- Assess Team Progress with Feedback and Check Points
- Identify the Importance of Recognizing Success
- Identify Techniques for Praising the Entire Team
- Identify Techniques for Recognizing Individual Team Members

Module 10: Enhancing Team Spirit
- Encourage Frequent Interaction
- Encourage Idea Sharing
- Encourage the Use of Jargon Within the Team
- Encourage Extra-Curricular Group Activities
- Encourage Achievement
- Determine Whether Your Team Has Spirit

Module 11: Team Player Types
- What's Your Team Player Type?
- What Does it Mean to Have a Letter?
- My Team Style

Module 12: Building Trust and Encouraging Teamwork
- Why is Trust Important?
- Building Trust
- Encouraging Teamwork
- Making the Most of Team Meetings

Module 13: Managing Team Conflict
- The Inevitability and Value of Team Conflict
- Characteristics and Conditions for Groupthink
- Distinguish Problem Solving From its Alternatives
- Defining the Problem
- Identify Who Should be Involved
- Set up the Problem Solving Discussion
- Identifying Each Team Member's Interests

Module 14: Roles of an Effective Team Manager
- Provides Adequate Training
- Timely, Constructive Feedback
- Views Mistakes as Opportunities
- Environment of Problem-solving

Module 15: Managing Highly Effective Teams
- Vision
- Patience
- Humility
- Humor
- Courage
- Compliance
- Tolerance
- Gratitude
- Motivation

Module 16: Augmenting Team Performance
- Authority
- Ask Questions
- Quickly Resolve Differences
- Practice Unanimity